

Application/Control Number: 10/777,913

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### **DETAILED ACTION**

1. Claims 1, 6-10, 12 and 15 are allowed.

### **EXAMINER'S AMENDMENT**

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with J. Charles Dougherty on 06/01/2011.

3. Please replace all the claims as follows:

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In the Claims:

1. (Currently Amended) A co-browsing system, comprising:
  - (a) a network comprising an interconnected web server computer, vendor computer, and customer computer;
  - (b) a standard web site hosted at said web server, accessible by said customer computer, and comprising a plurality of standard web pages;
  - (c) a customer co-browsing web site hosted at said web server, accessible by said customer computer, and comprising a plurality of customer co-browsing web pages, wherein each of said customer co-browsing web pages is identical in appearance from a customer's point of view to one of said standard web pages, and said customer co-browsing web site further comprises a polling routine operable to repeatedly initiate a polling request to said vendor computer for change events transmitted from said vendor computer while both said customer co-browsing web site is accessed at said customer computer and the standard web site is being accessed;
  - (d) a vendor co-browsing web site hosted at said web server, accessible by said vendor computer, and comprising a plurality of vendor co-browsing web pages, wherein at least one of said vendor co-browsing web pages corresponds to one of said customer co-browsing web pages, and wherein said vendor co-browsing web site comprises an event handler operable to collect and transmit vendor co-browsing web site change events received from said vendor computer to said customer computer in order to

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synchronize a currently accessed vendor co-browsing web page with a currently accessed customer co-browsing web page, wherein said vendor co-browsing web site change events each comprise a change event identifier that identifies a control on said vendor co-browsing web page that has changed, and a change event value that identifies the new value of the control on said vendor co-browsing web page that has changed; and

- (e) a data store in communication with said vendor co-browsing web site, wherein said data store is operable to store said vendor co-browsing web site change events.

2. – 5. (cancelled)

6. (Currently Amended) A method for initiating a co-browsing session utilizing a web server computer, a vendor computer, and a customer computer, comprising the steps of:

- (a) providing a data entry web page from the web server computer to a first web browser executing on the customer computer while said first web browser is navigating a first web site;
- (b) receiving an activation event at the web server from the first web browser;
- (c) providing a contact web page from the web server to the first web browser, wherein the contact web page comprises a session identifier;

- (d) receiving at a second web browser executing on the vendor computer the session identifier and launching at said second web browser a second web site;
  - (e) transmitting the session identifier to the web server; and
  - (f) providing a web page from a third web site from the web server to the first web browser, and a web page from the second web site from the web server to the second web browser, where the web pages from the first and third web pages are identical in appearance to an operator of the first web browser, and wherein the second web site comprises an event handler operable to transmit a change event, and the third web site comprises a polling routine operable to repeatedly initiate a polling request for change events at the second web browser while the second and third web sites are both simultaneously being accessed in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site.
7. The method of claim 6, wherein the data entry web page comprises a request assistance link, and the activation event is associated with the request assistance link.
8. The method of claim 7, wherein the contact web page comprises contact information.
9. The method of claim 8, wherein the contact information comprises a telephone number.

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10. The method of claim 9, further comprising the step of providing a session identifier entry web page from the web server to the second web browser.

11. (cancelled)

12. A co-browsing method utilizing a web server computer, a vendor computer, and a customer computer, comprising the steps of:

- (a) from the web server computer, transferring a first contact web page of a first web site to a first web browser operating on the customer computer;
- (b) displaying at a second web browser operating on the vendor computer a session ID entry page of a second web site;
- (c) receiving a session ID at the session ID entry page;
- (d) redirecting the first web browser from the first web site to a third web site, wherein each of the first and third web sites comprise at least one web page that are identical in appearance to each other;
- (e) receiving at the second web browser a change event representing a change to at least one control visible in the second web site, wherein the change event comprises a change event identifier that identifies the control that has changed, and a change event value that identifies the value of the change that has occurred to the control;
- (f) transmitting the change event from the second web browser to the web server computer;

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- (g) repeatedly initiating a polling request from the third web site to the web server computer for a change event at the second web browser while the first and third web sites are both being accessed;
- (h) transmitting the change event from the web server computer to the third web site in response to the polling request in order to synchronize a currently accessed web page at the second web site with a currently accessed web page at the third web site; and
- (i) storing said change event in a data store in communication with the web server computer.

13. – 14. (cancelled)

15. (Currently Amended) A co-browsing system, comprising:

- (a) a computer network;
- (b) a vendor computer connected to said network and comprising an Internet browser;
- (c) a customer computer connected to said network by means of at least one standard Internet port and comprising a standard Internet browser;
- (d) a web server computer connected to said network, wherein said web server computer comprises:
  - (i) a standard web site accessible by said customer computer Internet browser and comprising a plurality of standard web pages;
  - (ii) a customer co-browsing web site accessible by said customer computer Internet browser and comprising a plurality of customer

co-browsing web pages, wherein each of said customer co-browsing web pages is identical in appearance to one of said standard web pages, and said customer co-browsing web site further comprises a polling routine operable to repeatedly initiate a polling request to said vendor co-browsing web site for change events at the vendor computer Internet browser while ~~said customer computer is accessing~~ said customer co-browsing web site ~~but not while said customer computer is accessing~~ and said standard web site are both being accessed; and

- (iii) a vendor co-browsing web site accessible by said vendor computer Internet browser and comprising a plurality of vendor co-browsing web pages, wherein each of said vendor co-browsing web pages corresponds to one of said customer co-browsing web pages, and wherein said vendor co-browsing web site comprises an event handler operable to collect vendor co-browsing web site change events received through said vendor computer Internet browser and transmit vendor co-browsing web site change events to said web server in order to synchronize a currently accessed vendor co-browsing web page with a currently accessed customer co-browsing web page, wherein said vendor co-browsing web site change events each comprise a change event identifier that identifies a control on said vendor co-browsing web site that has

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changed, and a change event value that identifies the new value of the control on said vendor co-browsing web site that has changed; and

- (e) a data store in communication with said web server computer, wherein said data store is operable to store said vendor co-browsing web site change events,

wherein said vendor computer and said customer computer are operable to communicate with each other only by means of said web page server over said network through said standard Internet port of said customer computer.

16. – 19. (cancelled)



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### **Reason For Allowance**

4. The following is an examiner's statement of reasons for allowance:

The prior arts of record, in view of Applicants' amendments and remarks, does not explicitly teach or render obvious the claimed limitations as recited in claims 1, 6-10, 12 and 15. The prior arts of record does not teach a customer co-browsing web site hosted at said web server, accessible by said customer computer, and comprising a plurality of customer co-browsing web pages, wherein each of said customer co-browsing web pages is identical in appearance from a customer's point of view to one of said standard web pages, and said customer co-browsing web site further comprises a polling routine operable to repeatedly initiate a polling request to said vendor computer for change events transmitted from said vendor computer while both said customer co-browsing web site is accessed at said customer computer and the standard web site is being accessed, in combination with other limitations, as specified in claim 1.

5. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

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6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to MOHAMMAD SIDDIQI whose telephone number is (571)272-3976. The examiner can normally be reached on Monday -Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Carl Colin can be reached on (571) 272-3862. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/M. S./

Examiner, Art Unit 2493

/Pramila Parthasarathy/

Primary Examiner, Art Unit 2436